

EXHIBIT 1

Customer Service Management [V 1911.3] (XMKT) AT&T Proprietary (SPI) Authorized Individual
HOST: [REDACTED] Market: GAC Operator: [REDACTED] ()

Window: Memos

Creation Date	TYPE	Category	Subscriber	Created By
02/07/2020 13:16:38	CSM General	CSM		
System Text		UserText		
Compliance Review				
01/12/2020 11:33:33	EDD_Acc_Level_Note	BAN	- -	
System Text		UserText		
01/12/2020 11:33:30		FINN	- -	
System Text		UserText		
12/12/2019 08:34:09	EDD_Acc_Level_Note	BAN	- -	
System Text		UserText		
12/12/2019 08:34:06		FINN	- -	
System Text		UserText		
EPAY				
11/14/2019 20:08:20	CSM General	CSM		
System Text		UserText		
Compliance review				
11/13/2019 23:12:11	CSM General	CSM		
System Text		UserText		
Compliance review				
11/13/2019 14:01:32		BAN	- -	
System Text		UserText		
11/13/2019 07:18:43	CSM General	CSM		
System Text		UserText		
Compliance review				

Creation Date	TYPE	Category	Subscriber	Created By
11/12/2019 13:23:18	EDD_Acc_Level_Note	BAN	- -	
System Text		UserText		
11/12/2019 13:22:20		FINN	- -	
System Text		UserText		
		EPAY		
11/12/2019 08:29:21	CSM General	CSM		
System Text		UserText		
		Compliance review		
11/08/2019 11:31:47	CM - Interaction	CRM	- -	
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: Misroutes/Incorrect Account or CTN/Incorrect Account or CTN/Incorrect Account/CTN Presented Resolution: CTI transfer: Closed incorrect account Notes: Compliance review Created on: 2019-11-08 11:31:40.0 		
11/08/2019 11:31:24	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
11/08/2019 11:25:49	CM - Interaction	CRM	- -	
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: Misroutes/Incorrect Account or CTN/Incorrect Account or CTN/Incorrect Account/CTN Presented Resolution: Closed incorrect account: Other Notes: Compliance review Created on: 2019-11-08 11:25:39.0 		
11/08/2019 11:23:55	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
11/08/2019 11:03:46	CSM General	CSM		
System Text		UserText		
		Compliance review		

Creation Date	TYPE	Category	Subscriber	Created By
10/25/2019 21:42:08	CSM General	CSM		
System Text		UserText		
Add Soc to migrate customer to GY SY protocol -				
10/25/2019 21:42:06	Add SUB SOC	SUB		
System Text		UserText		
SOC created. Effective: 10/25/2019.				
10/25/2019 21:42:06	Expire SUB SOC	SUB		
System Text		UserText		
SOC expired. Expiration date: 10/25/2019.				
10/25/2019 09:09:54	CSM General	CSM		
System Text		UserText		
Compliance review				
10/18/2019 09:47:38	CSM General	CSM		
System Text		UserText		
Compliance review				
10/15/2019 12:13:46	CSM General	CSM		
System Text		UserText		
account accessed for review regarding agent feedback				
10/14/2019 21:17:01	CSM General	CSM		
System Text		UserText		
account accessed for review regarding agent feedback				
10/12/2019 13:35:15	EDD_Acc_Level_Note	BAN	- -	
System Text		UserText		
10/12/2019 13:35:12		FINN	- -	
System Text		UserText		

Creation Date	TYPE	Category	Subscriber	Created By
10/08/2019 17:35:56	CSM General	CSM		
System Text		UserText		
Compliance review. notes recheck				
10/07/2019 17:10:17	CSM General	CSM		
System Text		UserText		
Compliance review				
10/07/2019 16:12:25	CSM General	CSM		
System Text		UserText		
Compliance review				
10/07/2019 13:08:23	CSM General	CSM		
System Text		UserText		
Compliance review				
10/07/2019 12:24:05	CSM General	CSM		
System Text		UserText		
Compliance Review				
10/02/2019 15:07:40	CSM General	CSM	- -	
System Text		UserText		
Conducting Compliance Review,				
10/02/2019 14:56:09	CSM General	CSM		
System Text		UserText		
compliance review				
09/26/2019 16:34:54	CSM General	CSM	- -	
System Text		UserText		
Account accessed per AT&T Legal Request.				
09/26/2019 10:13:55	CSM General	CSM	- -	
System Text		UserText		
Accessed account for research regarding agent feedback				

Creation Date	TYPE	Category	Subscriber	Created By
09/24/2019 20:58:52	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
		Account accessed per AT&T Legal Request. [REDACTED]		
09/12/2019 07:58:11	EDD_Acc_Level_Note	BAN	- -	[REDACTED]
System Text		UserText		
		[REDACTED]		
09/12/2019 07:58:08	[REDACTED]	FINN	- -	[REDACTED]
System Text		UserText		
[REDACTED]		EPAY		
09/11/2019 10:31:17	Office of the Pres	COLL	[REDACTED]	[REDACTED]
System Text		UserText		
OOP Escalation		OOP Review.		
08/28/2019 19:41:23	Office of the Pres	COLL	- -	[REDACTED]
System Text		UserText		
OOP Escalation		OOP** Research only, no cust contact, [REDACTED]		
08/28/2019 13:18:45	CSM General	CSM	[REDACTED]	[REDACTED]
System Text		UserText		
		manual review		
08/27/2019 14:25:45	CSM General	CSM	[REDACTED]	[REDACTED]
System Text		UserText		
		manual review [REDACTED]		
08/18/2019 18:24:38	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		<p>CLARIFY: Interaction</p> <p>Action: One And Done</p> <p>Need: Other Wireless Support and Information/Information Request/Store Location/Information</p> <p>Resolution: Call Disconnected</p> <p>Notes: cci to cancel tablet on this account but could not verify the passcode or email address that we have on file for him// instructed to go to store with his id</p> <p>Created on: 2019-08-18 18:24:35.0</p> <p>[REDACTED]</p>		

Creation Date	TYPE	Category	Subscriber	Created By
08/18/2019 18:24:09	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
08/15/2019 02:16:53		BAN	- -	
System Text		UserText		
08/12/2019 12:23:45	EDD_Acc_Level_Note	BAN	- -	
System Text		UserText		
08/12/2019 11:14:44		FINN	- -	
System Text		UserText		
		EPAY		
07/12/2019 06:55:07	EDD_Acc_Level_Note	BAN	- -	
System Text		UserText		
07/12/2019 06:55:04		FINN	- -	
System Text		UserText		
		EPAY		
06/12/2019 07:50:15	EDD_Acc_Level_Note	BAN	- -	
System Text		UserText		
06/12/2019 07:50:12		FINN	- -	
System Text		UserText		
05/12/2019 08:04:40	EDD_Acc_Level_Note	BAN	- -	
System Text		UserText		

Creation Date	TYPE	Category	Subscriber	Created By
05/12/2019 08:04:37		FINN	- -	
System Text		UserText		
05/01/2019 13:34:25	CSM General	CSM	- -	
System Text		UserText		
		accessed account for compliance research		
05/01/2019 12:37:40	CSM General	CSM	- -	
System Text		UserText		
		accessed account for compliance research		
05/01/2019 12:36:30	CSM General	CSM	- -	
System Text		UserText		
		accessed account for compliance research		
04/30/2019 15:07:25	CSM General	CSM	- -	
System Text		UserText		
		Compliance review		
04/30/2019 13:10:40	CSM General	CSM	- -	
System Text		UserText		
		Compliance review		
04/30/2019 10:05:22	CSM General	CSM	- -	
System Text		UserText		
		compliance review		
04/29/2019 16:13:04	CSM General	CSM	- -	
System Text		UserText		
		Compliance review		
04/29/2019 13:49:46	CSM General	CSM	- -	
System Text		UserText		
		Compliance review		

Creation Date	TYPE	Category	Subscriber	Created By
04/29/2019 13:21:51	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
compliance review for sim card update report				
04/29/2019 12:15:26	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
compliance review				
04/25/2019 07:29:42	CSM General	CSM	[REDACTED]	[REDACTED]
System Text		UserText		
Pulled up acct for review				
04/17/2019 19:09:30	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
Compliance review for SIM Card Replacement report				
04/12/2019 08:34:27	EDD_Acc_Level_Note	BAN	- -	[REDACTED]
System Text		UserText		
[REDACTED]				
04/12/2019 08:34:25	[REDACTED]	FINN	- -	[REDACTED]
System Text		UserText		
[REDACTED]				
04/02/2019 12:35:47	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		
04/02/2019 12:35:43	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		
03/18/2019 07:59:13	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: UCM.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		

Creation Date	TYPE	Category	Subscriber	Created By
03/14/2019 12:21:22	CSM General	CSM		
System Text		UserText		
Qa inspection				
03/12/2019 18:38:48	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: UCM.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
03/12/2019 18:31:55	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: UCM.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
03/12/2019 09:29:44	EDD_Acc_Level_Note	BAN	- -	
System Text		UserText		
03/12/2019 09:29:42		FINN	- -	
System Text		UserText		
03/07/2019 17:35:16	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: UCM.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
03/07/2019 16:27:24	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: UCM.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
03/07/2019 16:01:00	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: UCM.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		

Creation Date	TYPE	Category	Subscriber	Created By
02/28/2019 13:38:46	CM - Case	CRM	- -	[REDACTED]
System Text		UserText		
CM - Case		<p>CLARIFY: Change to Case</p> <p>Type: Billing/Charges / Fees/Monthly Recurring Charges</p> <p>Priority: Normal</p> <p>Status: Closed</p> <p>SLA: 2019-02-19 17:19:03 America/New_York</p> <p>Condition/Workflow: Closed Notes: -> Incorrect process used for credit request. Closing invalid case.</p> <p>All adjustments must be submitted using the Submit Adjustment Tab in Clarify and not via a Unable to Complete or Billing Charges case. Refer to myCSP *663495 (Mobility)*160889 (BCS). If an adjustment is needed, foll</p>		
02/28/2019 13:38:33	Billing Inquiry	CSM	- -	[REDACTED]
System Text		UserText		
		read only		
02/28/2019 13:19:25	CM - Case	CRM	- -	[REDACTED]
System Text		UserText		
CM - Case		<p>CLARIFY: Change to Case</p> <p>Type: Billing/Charges / Fees/Monthly Recurring Charges</p> <p>Priority: Normal</p> <p>Status: Solving</p> <p>SLA: 2019-02-19 17:19:03 America/New_York</p> <p>Condition/Workflow: Open . THE WORKING USER ID IS : [REDACTED]</p>		
02/27/2019 10:02:07	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
		Compliance review		
02/21/2019 08:59:16	CM - Case	CRM	- -	[REDACTED]
System Text		UserText		
CM - Case		<p>CLARIFY: Change to Case</p> <p>Case ID: [REDACTED]</p> <p>Type: Billing/Charges / Fees/Monthly Recurring Charges</p> <p>Priority: Normal</p> <p>Status: Solving</p> <p>SLA: 2019-02-19 17:19:03 America/New_York</p> <p>Condition/Workflow: Open-Forward . THE WORKING USER ID IS : [REDACTED]</p>		
02/21/2019 08:56:36	CM - Case	CRM	- -	[REDACTED]
System Text		UserText		
CM - Case		<p>CLARIFY: Change to Case</p> <p>Case ID: [REDACTED]</p> <p>Type: Billing/Charges / Fees/Monthly Recurring Charges</p> <p>Priority: Normal</p> <p>Status: Solving</p> <p>SLA: 2019-02-19 17:19:03 America/New_York</p> <p>Condition/Workflow: Open-Forward . THE WORKING USER ID IS : [REDACTED]</p>		
02/18/2019 13:58:51	CM - Case	CRM	- -	[REDACTED]
System Text		UserText		
CM - Case		<p>CLARIFY: Change to Case</p> <p>Case ID: [REDACTED]</p> <p>Type: Billing/Charges / Fees/Monthly Recurring Charges</p> <p>Priority: Normal</p> <p>Status: Solving</p> <p>SLA: 2019-02-19 17:19:03 America/New_York</p> <p>Condition/Workflow: Open-Forward . THE WORKING USER ID IS : [REDACTED]</p>		

Creation Date	TYPE	Category	Subscriber	Created By
02/12/2019 10:22:19	EDD_Acc_Level_Note	BAN	- -	
System Text		UserText		
02/12/2019 10:22:16		FINN	- -	
System Text		UserText		
02/08/2019 17:21:27	CM - Interaction	CRM	- -	
System Text		UserText		
CM - Interaction		<p>::CLARIFY:: Interaction Action: Case; ID: Need: Billing/Bill Review/Monthly Recurring Charge(s) Notes: sim swapped about 8 times has a security swap problem wants 700 back for phone bought from att Created on: 2019-02-08 17:21:17.0</p>		
02/08/2019 17:21:00	CM - Case	CRM	- -	
System Text		UserText		
CM - Case		<p>::CLARIFY:: Change to Case Case ID: Type: Billing/Charges / Fees/Monthly Recurring Charges Priority: Normal Status: Solving SLA: 2019-02-19 17:19:03 America/New_York Condition/Workflow: Open-Dispatch . THE WORKING USER ID IS</p>		
02/08/2019 17:20:08	CM - Case	CRM	- -	
System Text		UserText		
CM - Case		<p>::CLARIFY:: Change to Case Case ID: Type: Billing/Charges / Fees/Monthly Recurring Charges Priority: Normal Status: Solving SLA: 2019-02-19 17:19:03 America/New_York Condition/Workflow: Open . THE WORKING USER ID IS</p>		
02/08/2019 17:19:05	CM - Case	CRM	- -	
System Text		UserText		
CM - Case		<p>::CLARIFY:: Case Case ID: CM20190208_139467160 Created on: 2019-02-08 17:19:04.0 Type: Billing/Charges / Fees/Monthly Recurring Charges Priority: Normal Status: Solving SLA: 2019-02-19 17:19:03 America/New_York . THE WORKING USER ID IS</p>		

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 17:02:20	CM - Interaction	CRM	- -	
System Text		UserText		
CM - Interaction		<p>::CLARIFY:: Interaction Action: One And Done Need: CPNI/CPNI Preference Change/Duration of Call/Visit Need: NBA/NBA Offer/BOGO w/new Wireless & TVorBB OR BOGO 50% off w/new Wireless w/o TVorBB Resolution: Offer Not</p>		

02/08/2019 17:02:18	CM - Interaction	CRM	- -	
System Text		UserText		
CM - Interaction		<p>::CLARIFY:: CPNIPreference ConsentType :: DOC consent UpdateStamp :: Fri Feb 08 16:54:38 EST 2019 . THE WORKING USER ID IS</p>		

02/08/2019 17:02:13	DOC/DOV Decline	BAN		
System Text		UserText		
Consent denied for this interaction only.				

02/08/2019 16:55:58	Change Personal Data	BAN	- -	
System Text		UserText		

02/08/2019 16:01:09	CPNI Notification	BAN	- -	
System Text		UserText		
CPNI Notification		<p>CPNI Notification: Notification Methods:MAIL Originating System:ATLAS Event Type:AccountPasscodeModified Old Value: Name 09:15:45.0 New Value: Name: Email: Language:E Insert Datetime:2019-02-08 09:15:45.0 . THE WORKING USER ID IS</p>		

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 15:35:34	CPNI Notification	BAN	- -	[REDACTED]
System Text		UserText		
CPNI Notification		CPNI Notification: [REDACTED] Notification Methods:MAIL Originating System:ATLAS Event Type:AccountPasscodeModified Old Value: Name [REDACTED] Language:E Insert Datetime:2019-02-08 00:20:15.0 New Value: Name: [REDACTED] Email: [REDACTED] Language:E Insert Datetime:2019-02-08 00:20:15.0 . THE WORKING USER ID IS [REDACTED]		
02/08/2019 11:16:26	CSM General	CSM	[REDACTED]	[REDACTED]
System Text		UserText		
		[REDACTED] added. Feature turned on by default due to new line activation or rate plan change or turned on by customer in myATT. See the Stream Saver MyCSP article for more details. . THE WORKING USER ID IS [REDACTED]		
02/08/2019 11:16:22	Add SUB SOC	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
[REDACTED] SOC created. [REDACTED] Effective: 02/08/2019.				
02/08/2019 11:16:18	Receive Note Message	BAN	- -	SYSTEM
System Text		UserText		
Receive Notification Message: Version status change to ACTIVEe to ACTIVE				
02/08/2019 11:16:13	Cancel SUB	CTN	[REDACTED]	[REDACTED]
System Text		UserText		
[REDACTED]				
02/08/2019 11:10:33	Receive Note Message	BAN	- -	SYSTEM
System Text		UserText		
Receive Notification Message: Due Date [REDACTED]				
[REDACTED]				
02/08/2019 11:07:23	Receive Note Message	BAN	- -	SYSTEM
System Text		UserText		
Receive Notification Message: OC request successfully processedly processed				
02/08/2019 11:07:13	Receive Note Message	BAN	- -	SYSTEM
System Text		UserText		
Receive Notification Message: Other [REDACTED] created, Port Out, Dueated, Port Out, Due Date [REDACTED]				
Timer-Sho				

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 11:07:06	Acknow Received OSP	BAN	- -	SYSTEM
System Text		UserText		
Acknowledgment received from OSP.				
02/08/2019 11:07:06	Port-Out Req Resp	BAN	[REDACTED]	[REDACTED]
System Text		UserText		
Port-Out Port Request response sent to new Service Provider.				
02/08/2019 11:07:06	PortOut Reqst Receiv	BAN	[REDACTED]	[REDACTED]
System Text		UserText		
Port-Out Port Request received from Operations Support System.				
02/08/2019 10:30:07	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
[REDACTED] entered Customer Verification Screen . THE WORKING USER ID IS [REDACTED]				
02/08/2019 10:30:05	Upq Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		
02/08/2019 10:30:05	Upq Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		
02/08/2019 10:23:33	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
[REDACTED]				
02/08/2019 10:21:49	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
Econsent accepted for CSS. . THE WORKING USER ID IS [REDACTED]				
02/08/2019 10:21:39	Upq Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: COR.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 10:21:35	Replace SIM	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
[REDACTED]				
02/08/2019 10:17:12	Restore SUB	CTN	[REDACTED]	[REDACTED]
System Text		UserText		
Subscriber Restored effective 02/08/2019. Reason: CUSTOMER REQUEST.				
02/08/2019 10:15:30	Change BAN Passcode	BAN	- -	[REDACTED]
System Text		UserText		
Passcode changed.				
02/08/2019 10:15:11	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
Bypass use of 1-time PIN for ChangePasscode because Initial PIN not received. [REDACTED]				
02/08/2019 10:14:16	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
Manual Driver's License bypass selected because Customer Declined Scan. [REDACTED] name on ID as [REDACTED] by [REDACTED] THE WORKING USER ID IS [REDACTED]				
02/08/2019 10:14:16	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
Customer accepted duration of visit/call . THE WORKING USER ID IS [REDACTED]				
02/08/2019 10:14:10	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. Installment upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None.		
02/08/2019 10:14:10	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		
02/08/2019 10:14:04	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
Image Capture of ID was attention. . THE WORKING USER ID IS [REDACTED]				

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 10:14:04	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
		[REDACTED] THE WORKING USER ID IS [REDACTED]		
02/08/2019 10:12:09	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
		[REDACTED] RSC entered Customer Verification Screen . THE WORKING USER ID IS [REDACTED]		
02/08/2019 08:15:56	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: Caller Not Present/Caller Not Present/Caller Not Present Resolution: Completed Interaction and Call Ended Notes: Created on: 2019-02-08 08:15:53.0 [REDACTED] Caller: [REDACTED];Not Verified; . THE WORKING USER ID IS [REDACTED]		
02/08/2019 08:11:24	Suspend SUB	CTN	[REDACTED]	[REDACTED]
System Text		UserText		
Subscriber Suspended. effective 02/08/2019. Reason: Customer Request.		cx wants to suspend it because it was sim swapped. cx will go into the store for further assistance		
02/08/2019 02:15:18	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: Account/Account and Profile Management/Update Passcode Resolution: Successful Notes: Passcode was updated successfully Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace Resolution: Call Disconnected Notes: replacement/ sim card to be activated on the [REDACTED] line>call got disc Created on: 2019-02-08 02:15:09.0 [REDACTED]		
02/08/2019 01:29:57	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Card Issue Resolution: Replace SIM: Technical/Troubleshooting Notes: cx wants to activate new sim updated sim restart phone sim already working Created on: 2019-02-08 01:29:52.0 [REDACTED] USER ID [REDACTED]		

Creation Date	TYPE	Category	Subscriber	Created By
02/08/2019 01:26:38	Expire SUB SOC	SUB		
System Text		UserText		
SOC expired. Expiration date: 02/08/2019.				
02/08/2019 01:26:38	Add SUB SOC	SUB		
System Text		UserText		
SOC created. Effective: 02/08/2019.				
02/08/2019 01:26:38	Replace SIM	SUB		
System Text		UserText		
Date: 2/8/2019, Amount: 0, Reason: Replace w/COAM Device.		cx got a replacement sim card		
02/08/2019 01:24:30	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
02/08/2019 01:20:43	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
02/08/2019 01:20:12	Change BAN Passcode	BAN	- -	
System Text		UserText		
Passcode changed.				
02/08/2019 01:19:42	Verify PIN	CSM	- -	
System Text		UserText		
Request to Verify Temporary PIN on 02-07-2019:22:19:42 by Verification was successful.		Request to Verify Temporary PIN on 2019-02-07T22:19:42Z by THE WORKING USER ID IS		
02/08/2019 01:17:59	Generate PIN	CSM	- -	
System Text		UserText		
PIN Generation has been requested on 02-08-2019:00:17:58 by Delivery method: Email. Delivery Destination:		PIN Generation has been requested on 2019-02-08T00:17:58Z by Delivery method: Email. Delivery Destination: THE WORKING USER ID IS		
02/06/2019 21:10:06	Upgrade Elg Check	SUB		
System Text		UserText		
Equipment upgrade eligibility check. Result: Eligible. Last upgrade date: 03/13/2015. Future eligibility date: None. Notify by: None. USC: .		Reason: Eligible		

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 21:10:03	Upgrade Elig Check	SUB	[REDACTED]	
System Text		UserText		
Equipment upgrade eligibility check. Result: Eligible. Last upgrade date: None. Future eligibility date: None. Notify by: None. USC: .		Reason: Eligible		
02/06/2019 21:06:45	Restore SUB	CTN	[REDACTED]	
System Text		UserText		
Subscriber Restored effective 02/06/2019. Reason: CUSTOMER REQUEST.				
02/06/2019 20:59:47	Upg Elg Check Result	SUB	[REDACTED]	
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: COR.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
02/06/2019 20:59:46	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
		Account Accessed via Unverified Flow by [REDACTED] Call Center Unified Rep. . THE WORKING USER ID IS [REDACTED]		
02/06/2019 20:54:14	Suspend SUB	CTN	[REDACTED]	
System Text		UserText		
Subscriber Suspended. effective 02/06/2019. Reason: CUSTOMER REQUEST.				
02/06/2019 20:37:10	Upg Elg Check Result	SUB	[REDACTED]	
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		
02/06/2019 20:37:10	Upg Elg Check Result	SUB	[REDACTED]	
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		
02/06/2019 20:36:35	Upg Elg Check Result	SUB	[REDACTED]	
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 20:21:07	CPNI Notification	BAN	- -	
System Text		UserText		
CPNI Notification		CPNI Notification: Notification Methods:MAIL Originating System:ATLAS Event Type:AccountEmailAddressModified Language:E Insert Datetime:2019-02-06 18:28:06.0 Language:E Insert Datetime:2019-02-06 18:28:06.0 . THE WORKING USER ID IS		
02/06/2019 19:33:35	FRAUD RESEARCH	DIAL		
System Text		UserText		
		Fraud Department <div style="background-color: black; width: 100%; height: 150px;"></div>		
02/06/2019 19:33:20	CSM General	CSM	- -	
System Text		UserText		
		. THE WORKING USER ID IS		
02/06/2019 19:32:49	CSM General	CSM	- -	
System Text		UserText		
		Econsent accepted for CSS. . THE WORKING USER ID IS		
02/06/2019 19:31:56	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: COR.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
02/06/2019 19:31:52	Replace SIM	SUB		
System Text		UserText		
02/06/2019 19:30:47	Restore SUB	CTN		
System Text		UserText		
Subscriber Restored effective 02/06/2019. Reason:				

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 19:30:09	Restore SUB	CTN		
System Text		UserText		
Subscriber Restored effective 02/06/2019. Reason:				
02/06/2019 19:28:07		BAN	- -	
System Text		UserText		
02/06/2019 19:28:03	Change Personal Data	BAN	- -	
System Text		UserText		
02/06/2019 19:28:03		BAN	- -	
System Text		UserText		
02/06/2019 19:28:03		BAN	- -	
System Text		UserText		
02/06/2019 19:22:03	CPNI Notification	BAN	- -	
System Text		UserText		
CPNI Notification				
02/06/2019 19:12:12	Special Instructions	GEN	- -	
System Text		UserText		
		Resolution: advised to fraud to have line restored . THE WORKING USER ID IS		
02/06/2019 18:59:12	Change BAN Passcode	BAN	- -	
System Text		UserText		
Passcode changed.				

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 18:59:04	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
[REDACTED]				
02/06/2019 18:58:30	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
Customer accepted duration of visit/call . THE WORKING USER ID IS : [REDACTED]				
02/06/2019 18:58:30	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
[REDACTED]				
[REDACTED] THE WORKING USER ID IS [REDACTED]				
02/06/2019 18:58:30	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
Image Capture of ID was attention. . THE WORKING USER ID IS [REDACTED]				
02/06/2019 18:58:30	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
[REDACTED]				
02/06/2019 18:57:22	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
[REDACTED]				
02/06/2019 18:57:19	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None.		
02/06/2019 18:57:18	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. Installment upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None.		

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 08:37:34	FRAUD RESEARCH	DIAL	[REDACTED]	[REDACTED]
System Text		UserText		
		Fraud Department **General** <div style="background-color: black; height: 100px; width: 100%;"></div>		
02/06/2019 08:29:37	CPNI Notification	BAN	- -	[REDACTED]
System Text		UserText		
CPNI Notification		<div style="background-color: black; height: 100px; width: 100%;"></div>		
02/06/2019 08:22:08	Suspend SUB	CTN	[REDACTED]	[REDACTED]
System Text		UserText		
Subscriber Suspended. effective 02/06/2019. Reason: Fraud Investigation.				
02/06/2019 08:19:30	Suspend SUB	CTN	[REDACTED]	[REDACTED]
System Text		UserText		
Subscriber Suspended. effective 02/06/2019. Reason: [REDACTED]				
02/06/2019 08:12:06	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: Other Wireless Support and Information/Other Wireless Support/Disabilities Support Services Resolution: Assisted with Mobile Speak <div style="background-color: black; height: 50px; width: 100%;"></div>		
02/06/2019 08:09:44	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 00:43:06	CM - Interaction	CRM	- -	
System Text		UserText		
CM - Interaction		<p> ::CLARIFY:: Interaction Action: One And Done Need: Account/Account and Profile Management/Update Passcode Resolution: Successful Notes: Passcode was updated successfully Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace <div style="background-color: black; width: 200px; height: 40px; margin: 5px 0;"></div> Created on: 2019-02-06 00:42:59.0 <div style="background-color: black; width: 150px; height: 20px; margin: 5px 0;"></div> </p>		
02/06/2019 00:38:44	Expire SUB SOC	SUB		
System Text		UserText		
SOC expired. Expiration date: 02/06/2019.				
02/06/2019 00:38:44	Add SUB SOC	SUB		
System Text		UserText		
SOC created. Effective: 02/06/2019.				
02/06/2019 00:38:43	Replace SIM	SUB		
System Text		UserText		
02/06/2019 00:36:56	Verify PIN	CSM		
System Text		UserText		
02/06/2019 00:36:22	Generate PIN	CSM		
System Text		UserText		
02/06/2019 00:35:52	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		

Creation Date	TYPE	Category	Subscriber	Created By
02/06/2019 00:35:43	Change BAN Passcode	BAN	- -	[REDACTED]
System Text		UserText		
Passcode changed.				
02/06/2019 00:35:25	Verify PIN	CSM	- -	[REDACTED]
System Text		UserText		
[REDACTED]		[REDACTED]		
02/06/2019 00:34:30	Generate PIN	CSM	- -	[REDACTED]
System Text		UserText		
[REDACTED]		[REDACTED]		
02/04/2019 20:47:12	CPNI Notification	BAN	- -	[REDACTED]
System Text		UserText		
CPNI Notification		[REDACTED]		
02/04/2019 19:36:54	Add SUB SOC	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
[REDACTED] SOC created. [REDACTED] Effective: 02/04/2019.				
02/04/2019 19:36:54	Expire SUB SOC	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
[REDACTED] SOC expired. [REDACTED] Expiration date: 02/04/2019.				
02/04/2019 19:36:54	Add IMEI	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
[REDACTED]		[REDACTED]		
02/04/2019 19:32:29	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
[REDACTED]		[REDACTED]		

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2019 19:31:45	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
Econsent accepted for CSS. . THE WORKING USER ID IS [REDACTED]				
02/04/2019 19:31:31	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: COR.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
02/04/2019 19:31:28	Replace SIM	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
[REDACTED]		[REDACTED]		
02/04/2019 19:29:27	Restore SUB	CTN	[REDACTED]	[REDACTED]
System Text		UserText		
Subscriber Restored effective 02/04/2019. Reason: CUSTOMER REQUEST.		[REDACTED]		
02/04/2019 19:23:47	Special Instructions	GEN	- -	[REDACTED]
System Text		UserText		
[REDACTED]		[REDACTED]		
02/04/2019 19:20:30	Change BAN Passcode	BAN	- -	[REDACTED]
System Text		UserText		
Passcode changed.		[REDACTED]		
02/04/2019 19:19:42	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
[REDACTED]		[REDACTED]		
02/04/2019 19:17:25	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
[REDACTED]		[REDACTED]		
02/04/2019 19:17:25	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
Customer accepted duration of visit/call . THE WORKING USER ID IS : [REDACTED]				

Creation Date	TYPE	Category	Subscriber	Created By
02/04/2019 19:17:17	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
		[REDACTED] THE WORKING USER ID IS [REDACTED]		
02/04/2019 19:17:16	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
		[REDACTED] THE WORKING USER ID IS [REDACTED]		
02/04/2019 19:16:26	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
		[REDACTED] entered Customer Verification Screen . THE WORKING USER ID [REDACTED]		
02/04/2019 19:16:23	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		
02/04/2019 19:16:23	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. Installment upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None.		
02/04/2019 07:58:56	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: Account and Profile Management/Service Suspension and Restorals/Voluntary Suspend or Restore Resolution: Unable to complete per VID or Policy [REDACTED] Created on: 2019-02-04 07:58:51.0 [REDACTED]		
02/04/2019 07:51:24	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. Installment upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None.		

Creation Date	TYPE	Category	Subscriber	Created By
02/03/2019 23:24:47	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: Other Wireless Support and Information/Privacy and Fraud/Privacy and Fraud [REDACTED] Created on: 2019-02-03 23:24:43.0 [REDACTED] Caller:		
02/03/2019 23:24:31	Suspend SUB	CTN	[REDACTED]	[REDACTED]
System Text		UserText		
Subscriber Suspended. effective 02/03/2019. Reason: Customer Request.				
02/03/2019 23:18:45	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
02/03/2019 22:50:44	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: Other Wireless Support and Information/Privacy and Fraud/Privacy and Fraud Resolution: Shared Privacy Change information [REDACTED]		
02/03/2019 22:50:04	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
02/03/2019 22:34:09	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: Transferred Call Need: Other Wireless Support and Information/Privacy and Fraud/Privacy and Fraud [REDACTED]		

Creation Date	TYPE	Category	Subscriber	Created By
02/03/2019 22:32:24	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		

02/03/2019 21:20:47	CM - Interaction	CRM	- -	
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: CPNI/CPNI Preference Change/Duration of Call/Visit Action: One And Done Need: NBA/NBA Offer/\$200 Reward Card for new high speed BB-stacked with \$100 video reward card Resolution: Offer		

02/03/2019 21:20:44	CM - Interaction	CRM	- -	
System Text		UserText		
CM - Interaction		::CLARIFY:: CPNIPreference UpdateStamp :: Sun Feb 03 20:18:02 CST 2019 . THE WORKING USER ID IS		

02/03/2019 21:20:43	DOC/DOV Decline	BAN		
System Text		UserText		

02/03/2019 21:12:14	Expire SUB SOC	SUB		
System Text		UserText		
Subscriber level SOC expired. Expiration date: 02/03/2019.				

02/03/2019 21:12:14	Add SUB SOC	SUB		
System Text		UserText		
Subscriber level SOC created. Effective: 02/03/2019.				

02/03/2019 21:12:14	Replace SIM	SUB		
System Text		UserText		

Creation Date	TYPE	Category	Subscriber	Created By
02/03/2019 21:02:48	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
02/03/2019 21:01:30	Feature Inquiry	IND	[REDACTED]	[REDACTED]
System Text		UserText		
02/03/2019 20:45:37	Feature Inquiry	IND	[REDACTED]	[REDACTED]
System Text		UserText		
02/03/2019 20:45:30	Feature Inquiry	IND	[REDACTED]	[REDACTED]
System Text		UserText		
02/03/2019 20:39:25	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
02/03/2019 15:48:19	Domestic Data Notice	CSM	[REDACTED]	[REDACTED]
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert: [REDACTED] [REDACTED] Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . [REDACTED]		
02/01/2019 16:49:48	Domestic Data Notice	CSM	[REDACTED]	[REDACTED]
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert: [REDACTED] [REDACTED] Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . [REDACTED]		
01/22/2019 00:48:45	CM - Commitment	CRM	- -	[REDACTED]
System Text		UserText		
CM - Commitment		::CLARIFY:: Commitment [REDACTED] Priority: Normal Status: Completed Due Date: 12/5/2018 8:00:00 PM [REDACTED]		

Creation Date	TYPE	Category	Subscriber	Created By
01/12/2019 08:09:16	EDD_Acc_Level_Note	BAN	- -	
System Text		UserText		
		Email payment receipt sent to: THE WORKING USER ID IS		

01/12/2019 08:09:13		FINN	- -	
System Text		UserText		
		EPAY		

01/07/2019 16:12:18	Upgrade Elig Check	SUB		
System Text		UserText		
Equipment upgrade eligibility check. Result: Eligible. Last upgrade date: 03/13/2015. Future eligibility date: None. Notify by: None. USC: .		Reason: Eligible		

01/07/2019 16:12:15	Upgrade Elig Check	SUB		
System Text		UserText		
Equipment upgrade eligibility check. Result: Eligible. Last upgrade date: None. Future eligibility date: None. Notify by: None. USC: .		Reason: Eligible		

01/07/2019 16:09:19	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: COR.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		

01/07/2019 16:09:19	CSM General	CSM	- -	
System Text		UserText		

01/07/2019 16:06:45	CM - Interaction	CRM	- -	
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: Caller Not Present/Caller Not Present/Caller Not Present Resolution: Completed Interaction and Call Ended Created on: 2019-01-07 16:06:40.0		

01/07/2019 16:05:25	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		

Creation Date	TYPE	Category	Subscriber	Created By
01/07/2019 16:05:25	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		

01/07/2019 16:05:19	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		

01/07/2019 16:05:19	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		

12/12/2018 13:40:01	EDD_Acc_Level_Note	BAN	- -	
System Text		UserText		
		Email payment receipt sent to: THE WORKING USER ID IS		

12/12/2018 13:39:59		FINN	- -	
System Text		UserText		
		EPAY		

12/05/2018 12:50:12	EDD_Acc_Level_Note	BAN	- -	
System Text		UserText		

12/05/2018 09:33:41	Fraud General	GEN		
System Text		UserText		
		Fraud Department **Definite Consumer Fraud** <div></div>		

Creation Date	TYPE	Category	Subscriber	Created By
12/05/2018 09:27:16	Special Instructions	GEN	- -	
System Text		UserText		
12/05/2018 09:19:03	Expire SUB SOC	SUB		
System Text		UserText		
Subscriber level SOC expired. Expiration date: 12/05/2018.				
12/05/2018 09:19:03	Add SUB SOC	SUB		
System Text		UserText		
Subscriber level SOC created. Effective: 12/05/2018.				
12/05/2018 09:19:03	Replace SIM	SUB		
System Text		UserText		
12/05/2018 09:13:49	Restore SUB	CTN		
System Text		UserText		
Subscriber Restored effective 12/05/2018. Reason: Customer Request.				
12/05/2018 08:43:14	CM - Interaction	CRM	- -	
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: Transferred Call Need: Other Wireless Support and Information/Privacy and Fraud/Privacy and Fraud		
12/05/2018 08:40:05	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
12/04/2018 23:17:53	Service Sum Generate	CSM		
System Text		UserText		
Customer Service Summary Generated.		Customer Service Summary was generated on December 4, 2018 2:36:51 PM CST . THE WORKING USER ID IS		

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 17:19:43	FRAUD RESEARCH	DIAL		
System Text		UserText		
		Fraud Department Account Hijacked <div></div>		

12/04/2018 16:56:04	CM - Interaction	CRM	- -	
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: NBA/NBA Offer/BOGO w/new Apple,Samsung,LG devices-No TV Req-Upgrade+Upgrade NOT eligible Resolution: Did Not Offer Notes: Not Offered Action: One And Done Need: Billing/Bill Review/Mobile Share Data Charges Resolution: Assisted via myATT Mobile App Notes: <div></div>		

12/04/2018 16:37:09	Suspend SUB Stolen	CTN		
System Text		UserText		
Subscriber Suspended. Effective: 12/04/2018. Reason: <div></div>				

12/04/2018 16:35:11	EDD_Acc_Level_Note	BAN	- -	
System Text		UserText		
		<div></div>		

12/04/2018 16:33:32	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 15:37:02	CSM General	CSM	- -	
System Text		UserText		
		Econsent accepted for CSS. . THE WORKING USER ID IS		

12/04/2018 15:36:49	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: COR.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		

12/04/2018 15:36:46	Replace SIM	SUB		
System Text		UserText		

12/04/2018 15:36:29	CSM General	CSM	- -	
System Text		UserText		

12/04/2018 15:34:21	CSM General	CSM	- -	
System Text		UserText		

12/04/2018 15:34:21	CSM General	CSM	- -	
System Text		UserText		
		Customer accepted duration of visit/call . THE WORKING USER ID IS		

12/04/2018 15:34:14	CSM General	CSM	- -	
System Text		UserText		
		THE WORKING USER ID IS		

12/04/2018 15:34:14	CSM General	CSM	- -	
System Text		UserText		

12/04/2018 15:33:40	CSM General	CSM	- -	
System Text		UserText		

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 15:33:38	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		
12/04/2018 15:33:37	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		
12/04/2018 13:44:29	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
		[REDACTED]		
12/04/2018 13:44:29	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
		Customer accepted duration of visit/call . THE WORKING USER ID IS [REDACTED]		
12/04/2018 13:44:17	CSM General	CSM	- -	193461371 - OPUS - Af
System Text		UserText		
		[REDACTED]		
12/04/2018 13:44:16	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
		[REDACTED]		
12/04/2018 13:43:38	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
		[REDACTED]		
12/04/2018 13:43:35	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		
12/04/2018 13:43:35	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		

Creation Date	TYPE	Category	Subscriber	Created By
12/04/2018 13:43:26	EDD_Acc_Level_Note	BAN	- -	[REDACTED]
System Text		UserText		
[REDACTED]				
12/04/2018 13:39:13	EDD_Acc_Level_Note	BAN	- -	[REDACTED]
System Text		UserText		
[REDACTED]				
12/03/2018 00:00:00	Special Instructions	GEN	[REDACTED]	[REDACTED]
System Text		UserText		
[REDACTED]				
12/03/2018 19:08:32	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: CPNI/CPNI Preference Change/Duration of Call/Visit Resolution: Customer-initiated permanent consent. [REDACTED] Need: CPNI/CPNI Preference Change/Permanent [REDACTED]		
12/03/2018 19:08:30	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		::CLARIFY:: CPNIPreference [REDACTED]		
12/03/2018 19:08:30	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		::CLARIFY:: CPNIPreference [REDACTED]		

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 19:08:22		BAN		
System Text		UserText		

12/03/2018 19:06:35	Expire SUB SOC	SUB	
System Text		UserText	
SOC expired. Expiration date: 12/03/2018.			

12/03/2018 19:06:35	Expire SUB SOC	SUB	
System Text		UserText	
SOC expired. Expiration date: 12/03/2018.			

12/03/2018 19:06:35	Expire SUB SOC	SUB	
System Text		UserText	
SOC expired. Expiration date: 12/03/2018.			

12/03/2018 19:06:35	Expire SUB SOC	SUB	
System Text		UserText	
SOC expired. Expiration date: 12/03/2018.			

12/03/2018 19:06:35	Expire SUB SOC	SUB	
System Text		UserText	
SOC expired. Expiration date: 12/03/2018.			

12/03/2018 19:06:35	Expire SUB SOC	SUB	
System Text		UserText	
SOC expired. Expiration date: 12/03/2018.			

12/03/2018 19:06:35	Expire SUB SOC	SUB	
System Text		UserText	
SOC expired. Expiration date: 12/03/2018.			

12/03/2018 19:06:35	Expire SUB SOC	SUB	
System Text		UserText	
SOC expired. Expiration date: 12/03/2018.			

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 19:06:35	Add SUB SOC	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
[REDACTED] SOC created. [REDACTED] Effective: 12/03/2018.				
12/03/2018 19:06:35	Add SUB SOC	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
[REDACTED] SOC created. [REDACTED] Effective: 12/03/2018.				
12/03/2018 19:06:35	Add SUB SOC	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
[REDACTED] SOC created. [REDACTED] Effective: 12/03/2018.				
12/03/2018 19:06:35	Add SUB SOC	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
[REDACTED] SOC created. [REDACTED] Effective: 12/03/2018.				
12/03/2018 19:06:35	Add SUB SOC	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
[REDACTED] SOC created. [REDACTED] Effective: 12/03/2018.				
12/03/2018 19:06:35	Add SUB SOC	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
[REDACTED] SOC created. [REDACTED] Effective: 12/03/2018.				
12/03/2018 19:06:35	Expire SUB SOC	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
[REDACTED] SOC expired. [REDACTED] Expiration date: 12/03/2018.				
12/03/2018 19:06:35	Add SUB SOC	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
[REDACTED] SOC created. [REDACTED] Effective: 12/03/2018.				
12/03/2018 19:04:05	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY. Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.				

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 12:25:42	Special Instructions	GEN	- -	[REDACTED]
System Text		UserText		
		[REDACTED]		
12/03/2018 12:24:20	FRAUD RESEARCH	DIAL	[REDACTED]	[REDACTED]
System Text		UserText		
		Fraud Department [REDACTED]		
12/03/2018 12:18:16	Special Instructions	GEN	- -	[REDACTED]
System Text		UserText		
		[REDACTED]		
12/03/2018 12:17:39	Special Instructions	GEN	- -	[REDACTED]
System Text		UserText		
		[REDACTED]		
12/03/2018 11:43:36	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: Caller Not Present/Caller Not Present/Caller Not Present Resolution: Completed Interaction and Call Ended [REDACTED]		
12/03/2018 09:50:25	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: Transferred Call Need: Other Wireless Support and Information/Privacy and Fraud/Privacy and [REDACTED]		

Creation Date	TYPE	Category	Subscriber	Created By
12/03/2018 09:31:26	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
12/03/2018 09:28:39	Domestic Data Notice	CSM	[REDACTED]	[REDACTED]
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert: [REDACTED] [REDACTED] Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS [REDACTED]		
12/03/2018 05:11:39	EDD_Acc_Level_Note	BAN	- -	[REDACTED]
System Text		UserText		
		[REDACTED]		
12/02/2018 21:58:24	Service Sum Generate	CSM	[REDACTED]	[REDACTED]
System Text		UserText		
Customer Service Summary Generated.		[REDACTED]		
12/02/2018 13:44:55	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: Caller Not Present/Caller Not Present/Caller Not Present Resolution: Completed Interaction and Call Ended [REDACTED]		
12/02/2018 12:20:31	Change Equipment	CSM	[REDACTED]	[REDACTED]
System Text		UserText		
Network driven IMEI update		Device IMEI Auto-Update - Device IMEI in Telegence was updated to match device being used on our network. No plan change required. . [REDACTED] [REDACTED]		
12/02/2018 12:20:30	Add SUB SOC	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
[REDACTED] SOC created. [REDACTED] Effective: 12/02/2018.				
12/02/2018 12:20:30	Add SUB SOC	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
[REDACTED] SOC created. [REDACTED] Effective: 12/02/2018.				

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:20:30	Add IMEI	SUB		
System Text		UserText		

12/02/2018 12:20:29	Change Equipment rsn	SUB		
System Text		UserText		
The IMEI has been changed by				

12/02/2018 12:20:27	Special Instructions	GEN	- -	
System Text		UserText		

12/02/2018 12:18:11		FINN		
System Text		UserText		
		THE CHARGE CREATED BY THE USER ID IS		

12/02/2018 12:18:09	CSM General	CSM	- -	
System Text		UserText		

12/02/2018 12:17:29	CSM General	CSM	- -	
System Text		UserText		

12/02/2018 12:17:19	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: COR.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		

12/02/2018 12:07:21	CSM General	CSM	- -	
System Text		UserText		

12/02/2018 12:06:58	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: COR.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:06:54	Replace SIM	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
[REDACTED]				
12/02/2018 12:05:34	CPNI Notification	BAN	- -	[REDACTED]
System Text		UserText		
CPNI Notification		[REDACTED]		
12/02/2018 12:02:44	Restore SUB	CTN	[REDACTED]	[REDACTED]
System Text		UserText		
Subscriber Restored effective 12/02/2018. Reason: CUSTOMER REQUEST.				
12/02/2018 12:02:18	Change BAN Passcode	BAN	- -	[REDACTED]
System Text		UserText		
Passcode changed.				
12/02/2018 12:01:54	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
[REDACTED]				
12/02/2018 12:01:54	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
[REDACTED]				
12/02/2018 12:01:29	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
[REDACTED]				
12/02/2018 12:01:27	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA. Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.				

Creation Date	TYPE	Category	Subscriber	Created By
12/02/2018 12:01:27	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None. Installment upgrade: Result:Not eligible. Reason:Subscriber is not active - Subscriber is not active. Future Elig Date:None.		
12/01/2018 19:59:24	CM - Commitment	CRM	- -	[REDACTED]
System Text		UserText		
CM - Commitment		::CLARIFY:: Commitment ID: 1247301632 Priority: Normal Status: Completed Due Date: 12/5/2018 8:00:00 PM [REDACTED]		
12/01/2018 18:18:19	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace Resolution: Replace SIM: Technical/Troubleshooting [REDACTED]		
12/01/2018 18:12:47	Suspend SUB	CTN	[REDACTED]	[REDACTED]
System Text		User text		
Subscriber Suspended. effective 12/01/2018. Reason: Customer is Cutting Back.		[REDACTED]		
12/01/2018 18:06:20	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
12/01/2018 17:04:12	Add IMEI	SUB	[REDACTED]	[REDACTED]
System Text		User text		
[REDACTED]		[REDACTED]		

Creation Date	TYPE	Category	Subscriber	Created By
12/01/2018 17:00:21	CM - Interaction	CRM	- -	
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace Resolution: Replace SIM: Cross Upgrade <div style="background-color: black; height: 50px; width: 100%;"></div>		
12/01/2018 16:55:46	Expire SUB SOC	SUB		
System Text		UserText		
SOC expired. Expiration date: 12/01/2018.				
12/01/2018 16:55:46	Expire IMEI	SUB		
System Text		UserText		
IMEI Expired. IMEI: 355309083675617. Expiration date: 12/01/2018.				
12/01/2018 16:55:46	Add IMEI	SUB		
System Text		UserText		
IMEI Added. IMEI: 355400085974809. Effective date: 12/01/2018.				
12/01/2018 16:55:45	Change Equipment rsn	SUB		
System Text		UserText		
The IMEI has been changed by		Customer owned equipment		
12/01/2018 16:54:11	Replace SIM	SUB		
System Text		UserText		
12/01/2018 16:51:47	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		

Creation Date	TYPE	Category	Subscriber	Created By
12/01/2018 16:45:56	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: Shop and Purchase/Equipment Upgrades and Orders/SIM Order Resolution: Call Disconnected [REDACTED]		
12/01/2018 16:39:03	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
11/30/2018 23:57:42	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: Commitment; ID: [REDACTED] Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace [REDACTED]		
11/30/2018 23:57:12	CM - Commitment	CRM	- -	[REDACTED]
System Text		UserText		
CM - Commitment		::CLARIFY:: Commitment [REDACTED]		
11/30/2018 23:39:18	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: Commitment; ID: [REDACTED] Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace [REDACTED]		

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 23:39:08	CM - Commitment	CRM	- -	[REDACTED]
System Text		UserText		
CM - Commitment		::CLARIFY:: Commitment ID: [REDACTED] Created on: 2018-11-30 23:39:01.0 [REDACTED]		
11/30/2018 23:32:16	Upg Elg Check Result	SUB	- -	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
11/30/2018 23:29:18	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace Resolution: Unable to complete per VID or Policy [REDACTED]		
11/30/2018 23:22:29	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace [REDACTED]		
11/30/2018 23:20:53	Upg Elg Check Result	SUB	- -	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 23:19:48	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace Resolution: Call Disconnected [REDACTED]		
11/30/2018 23:19:37	Special Instructions	GEN	- -	[REDACTED]
System Text		UserText		
		[REDACTED]		
11/30/2018 23:16:20	Upg Elg Check Result	SUB	[REDACTED]	
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
11/30/2018 23:15:22	Special Instructions	GEN	- -	[REDACTED]
System Text		UserText		
		[REDACTED]		
11/30/2018 23:14:44	Upg Elg Check Result	SUB	[REDACTED]	
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
11/30/2018 23:04:46	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace Resolution: Replace SIM: Technical/Troubleshooting [REDACTED]		

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 22:54:26	CM - Interaction	CRM	- -	
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace <div></div>		
11/30/2018 22:47:03	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
11/30/2018 22:46:22	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
11/30/2018 22:46:04	Special Instructions	GEN	- -	
System Text		UserText		
		<div></div>		
11/30/2018 22:29:10	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
11/30/2018 22:26:10	CM - Interaction	CRM	- -	
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: Transferred Call Need: Shop and Purchase/Activations or Add a Line/Activate Device <div></div>		
11/30/2018 22:22:29	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 13:24:42	Upgrade Elig Check	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment upgrade eligibility check. Result: Eligible. Last upgrade date: 03/13/2015. Future eligibility date: None. Notify by: None. USC: .		Reason: Eligible		
11/30/2018 13:24:38	Upgrade Elig Check	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment upgrade eligibility check. Result: Eligible. Last upgrade date: None. Future eligibility date: None. Notify by: None. USC: .		Reason: Eligible		
11/30/2018 13:22:43	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		::CLARIFY:: CPNIPreference [REDACTED]		
11/30/2018 13:22:37	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: CPNI/CPNI Preference Change/Duration of Call/Visit [REDACTED]		
11/30/2018 13:22:33	[REDACTED]	BAN	[REDACTED]	[REDACTED]
System Text		UserText		
[REDACTED]				
11/30/2018 13:17:25	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: Shop and Purchase/Activations or Add a Line/Activate Device Resolution: Assisted with New Activation [REDACTED]		
11/30/2018 13:16:49	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		

Creation Date	TYPE	Category	Subscriber	Created By
11/30/2018 13:15:15	Generate PIN	CSM	- -	[REDACTED]
System Text		UserText		
[REDACTED]		[REDACTED]		
11/30/2018 13:08:51	CM - Interaction	CRM	- -	[REDACTED]
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: Device & Services Help and Troubleshooting/SIM/IMEI Help and Troubleshooting/SIM Update/Replace Resolution: Unable to complete per VID or Policy [REDACTED]		
11/30/2018 13:07:49	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: COR.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
11/30/2018 13:07:48	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
[REDACTED]		[REDACTED]		
11/30/2018 13:06:02	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		
11/30/2018 13:06:02	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		
11/30/2018 13:05:53	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
11/30/2018 13:05:30	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		

Creation Date	TYPE	Category	Subscriber	Created By
11/16/2018 08:01:06	Voice Usage Alert	CSM	[REDACTED]	[REDACTED]
System Text		UserText		
Voice Usage Notification sent		Pls review unbilled voice usg and educate on related charges. Any changes should be backdated to the beginning of the current bill cycle. Refer to Voice Usage Controls in CSP for details. . THE WORKING USER ID IS [REDACTED]		
11/12/2018 08:21:23	EDD_Acc_Level_Note	BAN	- -	[REDACTED]
System Text		UserText		
		[REDACTED]		
11/12/2018 08:21:21	[REDACTED]	FINN	- -	[REDACTED]
System Text		UserText		
[REDACTED]		[REDACTED]		
11/06/2018 15:43:10	CPNI Notification	BAN	- -	[REDACTED]
System Text		UserText		
CPNI Notification		CPNI Notification: [REDACTED]		
11/06/2018 13:31:18	Fraud General	GEN	[REDACTED]	[REDACTED]
System Text		UserText		
		Fraud Department **General** [REDACTED]		
11/06/2018 13:29:30	Replace SIM	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
[REDACTED]		[REDACTED]		
11/06/2018 13:27:12	Restore SUB	CTN	[REDACTED]	[REDACTED]
System Text		UserText		
Subscriber Restored effective 11/06/2018. Reason: Customer Request.				

Creation Date	TYPE	Category	Subscriber	Created By
11/06/2018 11:26:22	Change Security Lvl	BAN		
System Text		UserText		
Passcode security level was changed from STANDARD to EXTRA. User ID				

11/06/2018 11:25:29	FRAUD RESEARCH	DIAL		
System Text		UserText		
Fraud Department Account Hijacked				

11/06/2018 11:19:00	Special Instructions	GEN	- -	
System Text		UserText		

11/06/2018 11:16:04	Suspend SUB	CTN		
System Text		UserText		
Subscriber Suspended. effective 11/06/2018. Reason: Other.				

11/06/2018 11:16:00	CPNI Notification	BAN	- -	
System Text		UserText		
CPNI Notification				

11/06/2018 11:15:59	CPNI Notification	BAN	- -	
System Text		UserText		
CPNI Notification				

Creation Date	TYPE	Category	Subscriber	Created By
11/06/2018 11:15:33	CPNI Notification	BAN	- -	
System Text		UserText		
CPNI Notification		CPNI Notification:		
11/06/2018 11:15:21	CPNI Notification	BAN	- -	
System Text		UserText		
CPNI Notification		CPNI Notification:		
11/06/2018 11:12:16		BAN	- -	
System Text		UserText		
11/06/2018 11:12:12		BAN	- -	
System Text		UserText		
11/06/2018 11:12:12		BAN	- -	
System Text		UserText		
11/06/2018 11:11:17		BAN	- -	
System Text		UserText		
11/05/2018 18:12:15	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: BBI.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
11/05/2018 18:11:44	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: BBI.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		

Creation Date	TYPE	Category	Subscriber	Created By
11/05/2018 18:11:41	Replace SIM	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
[REDACTED]				
11/05/2018 18:11:35	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
[REDACTED]				
11/05/2018 18:09:48	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
[REDACTED]				
11/05/2018 18:09:12	CSM General	CSM	- -	[REDACTED]
System Text		UserText		
[REDACTED]				
11/05/2018 18:09:09	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		
11/05/2018 18:09:09	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		
11/05/2018 15:18:12	Domestic Data Notice	CSM	[REDACTED]	[REDACTED]
System Text		UserText		
Domestic Data Usage Notification sent		Data Overage Alert: [REDACTED] Additional 1GB has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS [REDACTED]		
11/04/2018 22:16:59	Domestic Data Notice	CSM	[REDACTED]	[REDACTED]
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert: [REDACTED] Additional 1GB will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS [REDACTED]		
11/02/2018 13:10:56	CSM General	CSM	[REDACTED]	[REDACTED]
System Text		UserText		
[REDACTED]				

Creation Date	TYPE	Category	Subscriber	Created By
11/01/2018 12:10:21	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Overage Alert: Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
10/29/2018 18:31:08	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert: Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
10/26/2018 11:22:41	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert: Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
10/12/2018 09:08:27	EDD_Acc_Level_Note	BAN	- -	190995749 - EDD API II
System Text		UserText		
10/12/2018 09:08:25		FINN	- -	
System Text		UserText		
10/04/2018 09:00:01	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Overage Alert: Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
10/01/2018 19:01:42	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert: Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
09/26/2018 07:56:21	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert: Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
09/12/2018 08:07:56	EDD_Acc_Level_Note	BAN	- -	
System Text		UserText		

Creation Date	TYPE	Category	Subscriber	Created By
09/12/2018 08:07:54		FINN	- -	
System Text		UserText		

09/05/2018 23:53:44	Domestic Data Notice	CSM	
System Text		UserText	
Domestic Data Usage Notification sent		Data Overage Alert: Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS	

09/04/2018 15:32:47	Domestic Data Notice	CSM	
System Text		UserText	
Domestic Data Usage Notification sent		Data Usage Alert: Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS	

08/30/2018 14:55:03	Domestic Data Notice	CSM	
System Text		UserText	
Domestic Data Usage Notification sent		Data Usage Alert: Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS	

08/29/2018 05:54:32	CSM General	CSM	
System Text		UserText	

08/26/2018 01:11:25	CSM General	CSM	
System Text		UserText	

08/11/2018 07:07:59	EDD_Acc_Level_Note	BAN	- -
System Text		UserText	

08/11/2018 07:07:57		FINN	- -
System Text		UserText	

07/31/2018 07:35:02	Domestic Data Notice	CSM	
System Text		UserText	
Domestic Data Usage Notification sent		Data Usage Alert: Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS	

Creation Date	TYPE	Category	Subscriber	Created By
07/27/2018 12:55:48	CSM General	CSM		
System Text		UserText		
07/11/2018 08:06:15	EDD_Acc_Level_Note	BAN	- -	
System Text		UserText		
07/11/2018 08:06:12		FINN	- -	
System Text		UserText		
07/04/2018 09:25:23	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Overage Alert: Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
06/30/2018 16:34:16	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert: Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
06/26/2018 05:27:33	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert: Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
06/22/2018 17:41:54	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.		Standard Upgrade: Result:Eligible.		
06/22/2018 13:25:30	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.		Standard Upgrade: Result:Eligible.		
06/22/2018 13:22:28	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.		Standard Upgrade: Result:Eligible.		

Creation Date	TYPE	Category	Subscriber	Created By
06/22/2018 13:09:02	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.		Standard Upgrade: Result:Eligible.		
06/22/2018 09:45:08	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.		Standard Upgrade: Result:Eligible.		
06/21/2018 23:12:41	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.		Standard Upgrade: Result:Eligible.		
06/21/2018 15:08:59	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.		Standard Upgrade: Result:Eligible.		
06/21/2018 15:00:03	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.		Standard Upgrade: Result:Eligible.		
06/21/2018 14:34:23	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.		Standard Upgrade: Result:Eligible.		
06/21/2018 14:25:32	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: III.		Standard Upgrade: Result:Eligible.		
06/11/2018 09:31:25	EDD_Acc_Level_Note	BAN	- -	
System Text		UserText		
06/11/2018 08:52:55		FINN	- -	
System Text		UserText		

Creation Date	TYPE	Category	Subscriber	Created By
06/05/2018 19:28:28	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Overage Alert: Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
06/04/2018 08:44:33	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert: Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
06/02/2018 17:26:31	CM - Interaction	CRM	- -	
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: One And Done Need: Device & Services Help and Troubleshooting/Device Help and Troubleshooting/Settings-How To (Device Support) Resolution: Shared manufacturer information		
06/02/2018 16:45:26	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
06/02/2018 16:38:09	Upgrade Elig Check	SUB		
System Text		UserText		
Equipment upgrade eligibility check. Result: Eligible. Last upgrade date: 03/13/2015. Future eligibility date: None. Notify by: None. USC: .		Reason: Eligible		
06/02/2018 16:38:05	Upgrade Elig Check	SUB		
System Text		UserText		
Equipment upgrade eligibility check. Result: Eligible. Last upgrade date: None. Future eligibility date: None. Notify by: None. USC: .		Reason: Eligible		
06/02/2018 16:37:56	CM - Interaction	CRM	- -	
System Text		UserText		
CM - Interaction		::CLARIFY:: Interaction Action: Transferred Call Need: Device & Services Help and Troubleshooting/Feature Help and Troubleshooting/Caller ID/ Call Feature		

Creation Date	TYPE	Category	Subscriber	Created By
06/02/2018 16:36:36	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
06/02/2018 16:30:18	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		
06/02/2018 16:30:18	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		
06/02/2018 16:30:13	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		
06/02/2018 16:30:12	Upg Elg Check Result	SUB	[REDACTED]	[REDACTED]
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: None. Last Early Upg Date: None. USC: PCA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.		
05/27/2018 13:42:52	Domestic Data Notice	CSM	[REDACTED]	[REDACTED]
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert: [REDACTED] [REDACTED] Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS [REDACTED]		
05/24/2018 12:10:40	EDD_Acc_Level_Note	BAN	- -	[REDACTED]
System Text		UserText		
		[REDACTED]		
05/24/2018 11:32:32	[REDACTED]	FINN	- -	[REDACTED]
System Text		UserText		
[REDACTED]		[REDACTED]		
05/15/2018 23:01:20	CSM General	CSM	[REDACTED]	[REDACTED]
System Text		UserText		
		[REDACTED]		

Creation Date	TYPE	Category	Subscriber	Created By
05/11/2018 08:32:51	CPNI Notification	BAN	- -	
System Text		UserText		
CPNI Notification		CPNI Notification:		
05/10/2018 23:48:33	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. Result:Not eligible. Reason:Unknown. Future Elig Date:None. iPhone Standard Upgrade: Result:Eligible. Installment upgrade: Result:Eligible.		
05/10/2018 23:44:18	Feature Inquiry	IND		
System Text		UserText		
ACCESSED ACCOUNT TO VERIFY				
05/10/2018 23:39:30	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: Ill.		Standard Upgrade: Result:Eligible.		
05/10/2018 23:39:17	Upg Elg Check Result	SUB		
System Text		UserText		
Equipment Upgrade Eligibility Check. Last Upg Date: 03/13/2015. Last Early Upg Date: None. USC: Ill.		Standard Upgrade: Result:Eligible.		
05/10/2018 22:56:47	CSM General	CSM		
System Text		UserText		
05/10/2018 22:54:22	Change BAN Passcode	BAN	- -	
System Text		UserText		
Passcode changed.				
05/04/2018 15:54:30	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Overage Alert: Additional 1GB has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		

Creation Date	TYPE	Category	Subscriber	Created By
05/01/2018 22:09:05	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert: Additional 1GB will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
04/26/2018 19:37:23	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Overage Alert: Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
04/25/2018 17:53:31	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert: Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
04/24/2018 07:14:34	EDD_Acc_Level_Note	BAN	- -	
System Text		UserText		
04/24/2018 07:14:32		FINN	- -	
System Text		UserText		
04/21/2018 07:14:07	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert: Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
04/11/2018 17:37:40	CSM General	CSM		
System Text		UserText		
04/11/2018 11:57:46	Add SUB SOC	SUB		
System Text		UserText		
Subscriber level SOC created. 04/11/2018.		Effective:		
04/05/2018 14:30:16	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert: Additional 1GB will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		

Creation Date	TYPE	Category	Subscriber	Created By
03/31/2018 08:19:29	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Overage Alert: Additional 1GB has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
03/29/2018 15:25:15	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert: Additional 1GB will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
03/26/2018 12:38:24	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Overage Alert: Additional 1GB has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
03/26/2018 08:19:42	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert: Additional 1GB will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
03/24/2018 08:53:30	EDD_Acc_Level_Note	BAN	- -	
System Text		UserText		
03/24/2018 08:53:28		FINN	- -	
System Text		UserText		
03/22/2018 21:41:31	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Overage Alert: Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
03/21/2018 19:27:41	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert: Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
03/20/2018 06:01:36	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert: Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		

Creation Date	TYPE	Category	Subscriber	Created By
03/19/2018 15:47:24	CSM General	CSM		
System Text		UserText		
Upgrade fees are changing for AT&T Next and tablet installment plans for customers who purchased before 8/1/15. Refer to myCSP article *648986 - RequestNumber:106307 . THE WORKING USER ID IS				
03/19/2018 15:47:22	Add SUB SOC	SUB		
System Text		UserText		
Subscriber level SOC created. SOC: BILLMSG10. Effective: 03/19/2018.				
03/02/2018 13:22:56	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert: Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
02/24/2018 06:13:17	EDD_Acc_Level_Note	BAN	- -	
System Text		UserText		
02/24/2018 06:13:16		FINN	- -	
System Text		UserText		
02/24/2018 01:49:53		FINN	- -	
System Text		UserText		
02/23/2018 00:11:30		BAN	- -	
System Text		UserText		
02/04/2018 13:13:31	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Overage Alert: Additional 1GB has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
02/03/2018 10:51:08	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert: Additional 1GB will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		

Creation Date	TYPE	Category	Subscriber	Created By
01/28/2018 04:15:40	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Overage Alert: Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
01/24/2018 06:28:49	EDD_Acc_Level_Note	BAN	- -	193461021 - EDD API II
System Text		UserText		
01/24/2018 06:28:49		FINN	- -	
System Text		UserText		
01/19/2018 21:42:22	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert: Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
01/17/2018 17:32:54	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert: Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
01/02/2018 09:44:15	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Overage Alert: Additional 1GB has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
12/31/2017 08:26:20	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert: Additional 1GB will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
12/27/2017 20:05:32	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Overage Alert: Additional data has been automatically added. Review unbilled data and educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
12/26/2017 09:12:39	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert: Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		

Creation Date	TYPE	Category	Subscriber	Created By
12/25/2017 06:22:54	Domestic Data Notice	CSM		
System Text		UserText		
Domestic Data Usage Notification sent		Data Usage Alert Additional data will be automatically added when allowance is depleted. Review unbilled data & educate on alternative plans avail. Refer to myCSP *145071. . THE WORKING USER ID IS		
12/24/2017 09:50:36		FINN	- -	
System Text		UserText		
12/24/2017 09:50:36	EDD_Acc_Level_Note	BAN	- -	
System Text		UserText		
12/17/2017 01:59:49		SUB	- -	
System Text		UserText		